

# Kaiser Foundation Health Plan

## CAHPS Questions

### Questions 14, 18, 51, and 81

## Rating of Personal Doctor, Specialist, Health Care, and Health Plan

This chart summarizes the responses to survey questions 14, 18, 51, and 81, which asks members to rate their personal doctor, specialist, health care, and health plan.

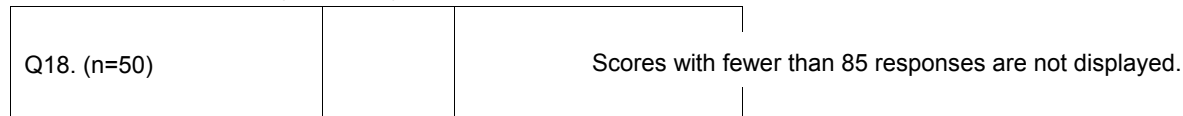
### Rating of Personal Doctor

Q14. "Use any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



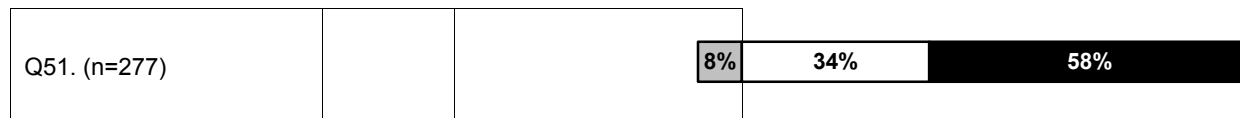
### Rating of Specialist

Q18. "Use any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible. How would you rate your child's specialist?"



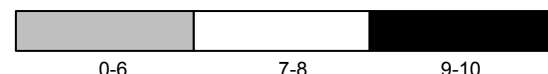
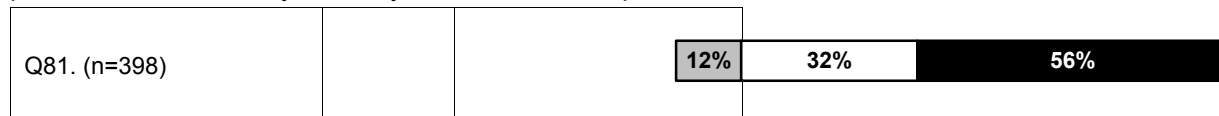
### Rating of Health Care

Q51. "Use any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible. How would you rate all your child's health care?"



### Rating of Health Plan

Q81. "Use any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible. How would you rate your child's health plan now?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.